



Last Updated: 03/09/2022

New Remittance Advice (RA) Format - June 21, 2008 & NPI Reminder - May 23, 2008

REMITTANCE ADVICE

The purpose of the Memorandum is to inform you of the format change to the Department of Medical Assistance Services' (DMAS) Remittance Advice (RA). Effective June 21, 2008, DMAS will consolidate the RAs for its Medicaid and Family Access to Medical Insurance Security (FAMIS) programs. In this new format, FAMIS claims and payments will be a separate program section of the RA, which follows the current format for Medicaid, State and Local Hospitalization, Temporary Detention Orders, Medicaid Expansion, and Assessments.

Consolidating the FAMIS program into one RA will also have an effect on check processing. Under the current format, two sets of checks and RAs are produced each weekly payment cycle; one for Medicaid and one for the FAMIS program. This consolidation will enable DMAS to produce one check and one RA to each provider for all programs.

DMAS will be addressing the new formatted Remittance Advice during the regional Medicaid

101 and Medicaid Hospital 101 trainings. Please visit the DMAS Learning Network at http://www.dmas.virginia.gov/LN-upcoming_events.htm for the dates and times of these trainings as well other DMAS training opportunities.

NPI/API COMPLIANCE DATE - May 23, 2008

By now you should have received your National Provider Identifier (NPI) or Atypical Provider Identifier (API), shared your NPI with DMAS and begun submitting this 10-digit number on your claims.



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Beginning May 23, 2008, all claims submitted to DMAS without your NPI or API will be denied.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.



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“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your National Provider Identifier or Atypical Provider Identifier available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

The intent of Provider E-Newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memoranda, Medicaid Provider Manuals, or any other official correspondence from DMAS